

WHAT IS CLAIMED IS:

1. An e-mail sorting and routing system for e-mail messages generated
5 through a web-site or web-sites operated by a host organization, the system
comprising:

at least one web server for providing a web-site or web-sites at which
clients generate e-mail messages to the host organization; and

at least one response server for sorting said e-mail messages, wherein said
10 e-mail messages are sorted first by language and then by topic.

2. The system of claim 1, wherein the web-site appends meta-tags to
each e-mail message, said meta-tags identifying a language and topic of that
message, and wherein said at least one response server sorts said e-mail messages
15 using said meta-tags.

3. The system of claim 1, further comprising a global mail box to
which all messages generated at said web-site or web-sites are sent for sorting.

4. The system of claim 3, wherein said global mail box operates
20 according to Post Office Protocol 3.

5. The system of claim 1, further comprising a plurality of language-
specific mail boxes into which said e-mail messages are sorted according to
25 language.

6. The system of claim 5, further comprising a plurality of topic-
specific mail boxes into which said e-mail messages are sorted according to topic,
each language-specific mail box being associated with a separate corresponding set
30 of topic-specific mail boxes.

7. The system of claim 6, further comprising a plurality of agent user interfaces, each of which is associated with a topic-specific mail box, wherein a user qualified as to language and topic uses one of said interfaces to access messages in the associated topic-specific mail box.

8. A method of sorting and routing e-mail messages generated through a web-site or web-sites operated by a host organization at which clients generate e-mail messages to the host organization, the method comprising:

sorting said e-mail messages by language; and
subsequently sorting said e-mail messages by topic.

9. The method of claim 8, further comprising appending meta-tags to each e-mail message identifying a language and topic of that message, wherein said meta-tags are appended when the message is generated and are used to perform said sorting by language and said sorting by topic.

10. The method of claim 8, further comprising sending all messages generated at said web-site or web-sites to a global mail box.

11. The method of claim 8, wherein said sorting by language further comprises routing each of said e-mail messages to one of a plurality of language-specific mail boxes into which said e-mail messages are sorted according to language.

12. The method of claim 11, wherein said sorting by topic further comprises routing each of said e-mail messages from one of said language-specific mail boxes to one of a plurality of topic-specific mail boxes into which said e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

13. The method of claim 12, further comprising accessing and responding to said e-mail messages in each of said topic-specific mail boxes.

5 14. An e-mail sorting and routing system for e-mail messages generated through a web-site or web-sites operated by a host organization, the system comprising:

means for sorting said e-mail messages by language; and

means for subsequently sorting said e-mail messages by topic.

10 15. The system of claim 14, further comprising means for appending meta-tags to each e-mail message identifying a language and topic of that message, wherein said meta-tags are appended when that message is generated and are used by said means for sorting by language and said means for sorting by topic.

15 16. The system of claim 14, wherein said means for sorting by language further comprise means for routing each of said e-mail messages to one of a plurality of language-specific mail boxes into which said e-mail messages are sorted according to language.

20 17. The system of claim 16, wherein said means for sorting by topic further comprise means for routing each of said e-mail messages from one of said language-specific mail boxes to one of a plurality of topic-specific mail boxes into which said e-mail messages are sorted according to topic, each language-specific
25 mail box being associated with a separate corresponding set of topic-specific mail boxes.

18. Computer-readable instructions recorded in a medium for storing computer-readable instructions, said instructions causing a computer system to sort and route e-mail messages generated through a web-site or web-sites operated by a

host organization at which clients generate e-mail messages to the host organization, the instructions causing said computer system to:

sort said e-mail messages by language; and
subsequently, sort said e-mail messages by topic.

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19. The instructions of claim 18, wherein said instructions further cause said computer system to append meta-tags to each e-mail message identifying a language and topic of that message, wherein said meta-tags are appended when the message is generated and are used to perform said sorting by language and topic.

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20. The instructions of claim 18, wherein said instructions further cause said computer system to route each of said e-mail messages to one of a plurality of language-specific mail boxes into which said e-mail messages are sorted according to language.

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21. The instructions of claim 20, wherein said instructions further cause said computer system to route each of said e-mail messages from each of said language specific mail boxes to one of a plurality of topic-specific mail boxes into which said e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

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